

excellence

innovation

choice



The overriding aim of Neomedic is to continue to maximize customer value through an unrelenting push for quality that meets our stated benchmarks and exceeds our customer's expectations.

We must at all times demonstrate a commitment to quality in each of the following fields:

## **Commitment to a Quality Product:**

- · By understanding our ethical responsibilities as vendors of medical products.
- · By selecting and selling products that meet recognised quality benchmarks in each of their fields.
- · By accepting that our actions have a direct effect on human lives.

## Commitment to a Quality Service:

- · By understanding that there are certain minimum standards for the quality of communication in terms of tone, content and feedback that all our customers have a right to expect from us.
- · By acknowledging and answering all customers communication on the day it is received.
- · By ensuring that all orders are delivered on time or by providing valid reasons for failing to do so.

## **Commitment to a Competitive Price:**

- · By ensuring that our prices are most competitive for products of equivalent quality.
- · By re-iterating our commitment to better healthcare through ethical

By committing ourselves to these quality statements we will achieve our simple aim of building a strong company that adds value to every transaction.













